



REMEMDI

Restorative Stories

A Collection of Case Studies and
Reflections VOLUME 25

By Remedi: Restorative Services

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By **REMEDI: Restorative Services**

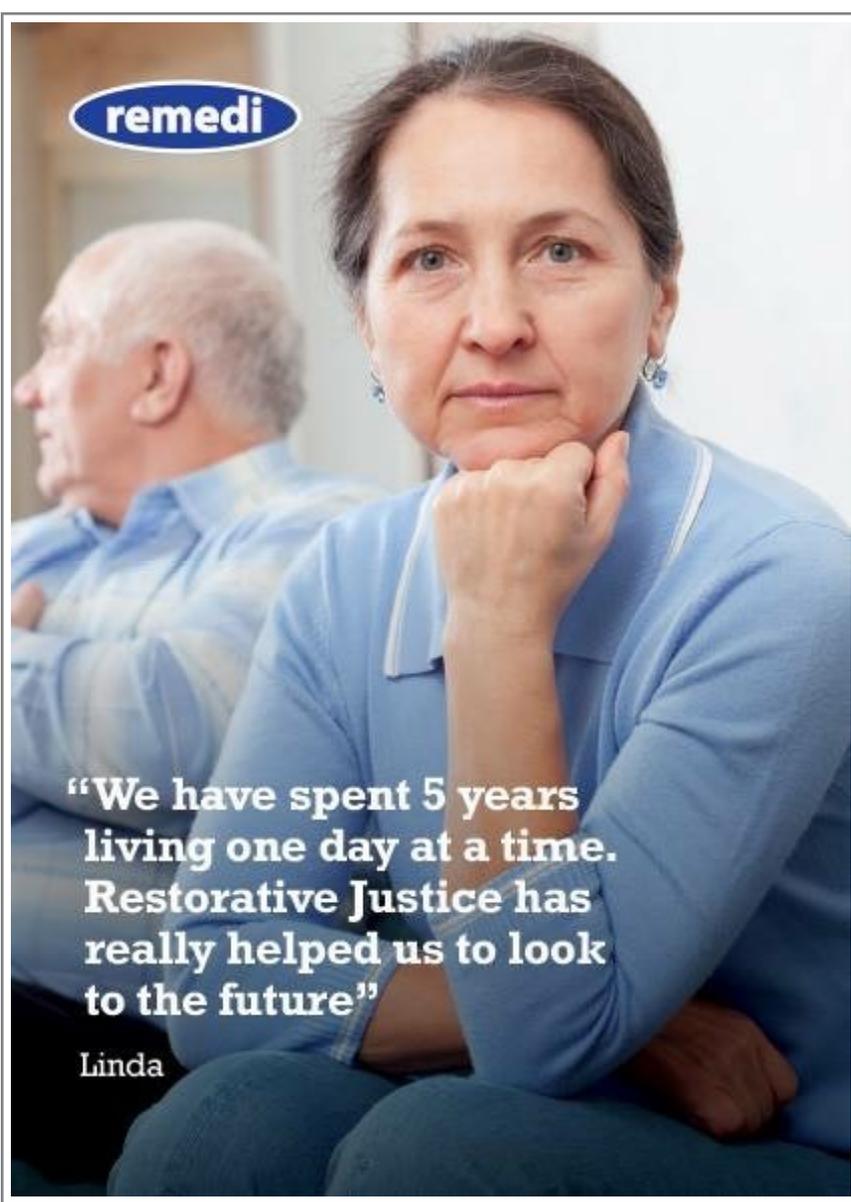
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The purpose of this publication is to gather together reflections drawn from our team of Restorative Practitioners across the UK. Reproduction of any of the contents by documented permission only

Remedi

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**“We have spent 5 years
living one day at a time.
Restorative Justice has
really helped us to look
to the future”**

Linda

OFFICE: HMP Doncaster

Offence type is a burglary, but the offender is on multiple sentences for additional drug crimes. Offender is difficult to engage from my initial phone call with him and his offender manager also finds him difficult to manage. He had been referred to do this programme by his offender manager.

He was unhappy about the programme but said he would if he had been referred by his offender manager. He was aggressive on the phone at first, so we decided to go down to the wing together to explain why this programme would be good for him to participate in.

At first he seemed disengaged, negative and unhappy. He said he would do the programme but given his difficulties reading and writing, he wanted it to be done in one-to-one sessions. Myself and his offender manager agreed this was fine. I went down to start the programme with him and to my surprise he had completed the first section to the best of his ability on his own. I built a rapport with him as we talked about his offence, what led up to it and alternative choices he could have made. He got out some of his anger, we talked about it and we moved on from it. We completed a section of the programme together and by the end of it he had a much more positive mind-set. I think this piece of work should be celebrated because sometimes we have to deal with difficult people and it takes a little more time and patience to get the results, but the results are so much more rewarding because of this. He went from being aggressive and angry, to him reflecting on the impacts of his actions and how he can make better choices in the future.

PRACTIONER/S: Greta Loxley

OFFICE: South Yorkshire

Murder, One victim, one offender, Min 27-year sentence. Male adult stabbed a young female. He was the client of the female who was a sex worker. It occurred in Bournemouth in 2016. The victim referral came from the mother of the young woman through Victim Support National Homicide Team.

The referral arrived 2018. We worked with the client from 2019 preparing her for a direct. We met in person and virtually over 6 times plus regular check-ins. The offender engaged in 2019 whilst at HMP Long Lartin. The direct occurred after his transfer to HMP Rye Hill in 2021.

The process stalled in 2019 whilst at HMP Long Lartin and the direct meeting was cancelled causing significant distress to the victim and confusion about the causes. Remedi management stepped in to deal with this and get answers to enable the victim and Remedi to understand why.

After the offender was transferred to HMP Rye Hill the process came back on track. Remedi received excellent support from the prison enabling us to re-establish contact with the offender and develop the trusting relationship needed to enable him to be prepared for the direct meeting. The prison demonstrated they valued the Restorative Justice process.

The offender had not completed programmes that helped him understand and talk about his offending behaviour. Remedi practitioners worked intensively with him using the restorative questions to get him to a place where he could answer the client's questions with honesty. At the end the offender stated that he had admitted to things for the first time, both to himself and to others, that it felt like a weight off his shoulders not to be hiding anymore. The victim was very satisfied with the process and got most of her questions answered, more than she had expected.

PRACTITIONER/S: Aglaia Barraclough & Gary Herbert

OFFICE: Derby Youth Justice

Possession of an offensive weapon. Co-accused also had weapon and was charged with wounding with intent (out of area case). Young offender under my caseload arranged the fight and came with a weapon.

Letter of explanation written and delivered to victim of offence (exploring direct RJ not possible due to restraining order, but courts allowed letter specifically allowing for indirect RJ in the RO)

It is alleged victim has previously written about being a victim of stabbing on her social media account(s). During the process of indirect RJ/letter writing, I held case discussions with line manager Cherry, to ensure we were able to safeguard both parties appropriately. This then informed what details were explicitly mentioned in the letter and which were more ambiguous if it was to be posted online. I made victim (and family) aware of the implications on the letter being shared online and advised against it.

Young offender and her parent were happy and felt confident and safe in the letter being delivered to victim.

Victim and family were happy with the letter and believe it read honestly.

PRACTITIONER/S: Shannen Sara Merwick

OFFICE: HMP Doncaster

This individual had used substances and became embroiled in an altercation with the sibling of a friend.

The individual referred themselves to do the Restorative Choices Program. Completed the program and took more responsibility for their actions due to the Restorative Choices Program. They then went through the Restorative Justice process.

To begin with this individual was closed off, however after going through the Restorative Choices Program this individual opened up a bit more, and acknowledged the mistakes that they made and what they can do in future to be successful. When this case went onto Restorative Justice the service user opened up even more offering full apologies and remorse to the victim, since then whenever I see this individual around the prison, they are smiley, open and warm, they have been receiving more positive behaviour recognitions from all staff and in their job.

All round this individual has taken the sentiment of Restorative Justice forward into their lives and this has been noticed by others around them.

PRACTIONER/S: Emily West & Liz Coulthard

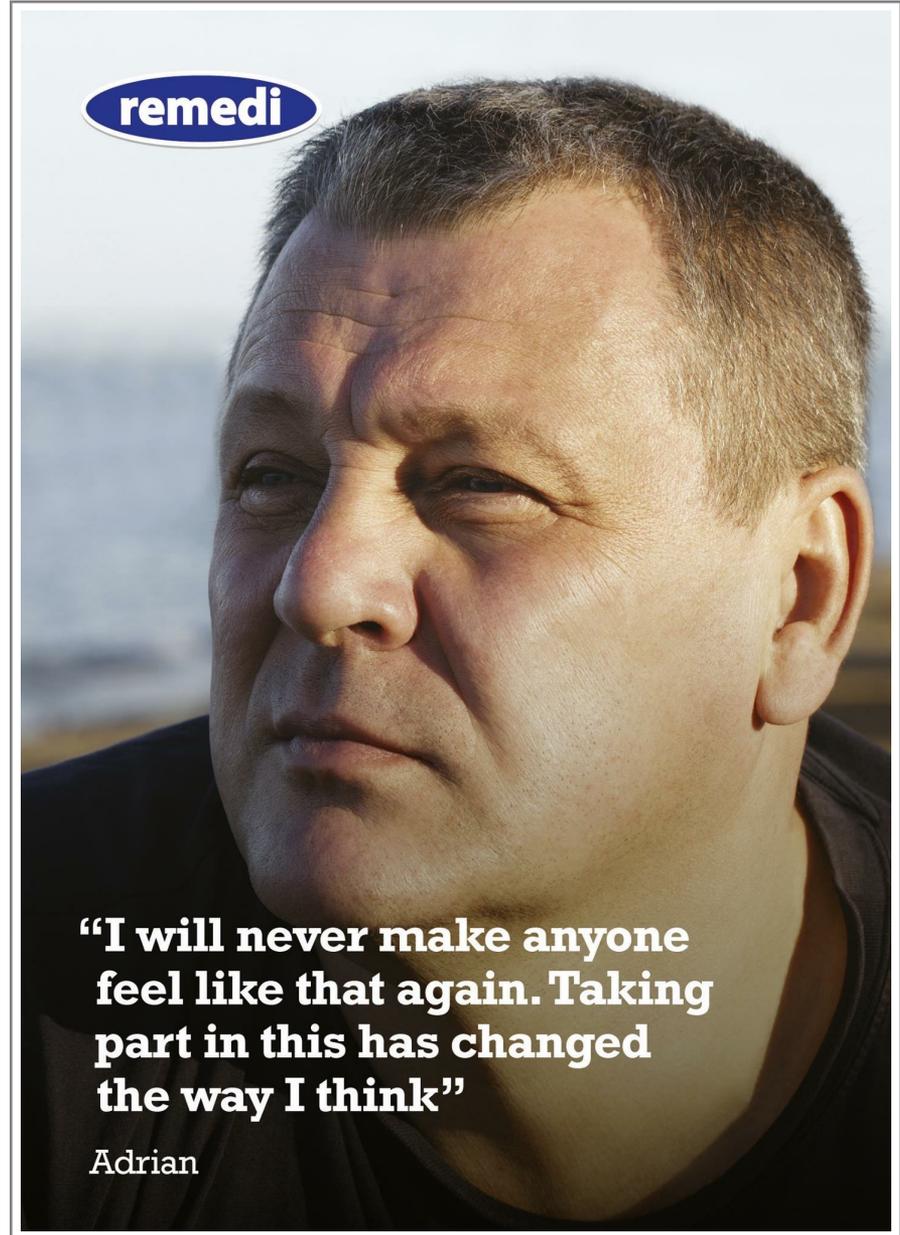
OFFICE: West Midlands

This is a neighbourhood case due to loud noise. The offence reported is harassment, involving 2 families.

Assessments, preparation undertaken with both parties, these being 3 adults. These were all completed over teams and zoom. They all were prepped for their direct meeting which took place over Zoom.

Both parties made me aware that the previous and current issues are affecting their day-to-day lives. There was a lack of communication and understanding from both parties. The Victim party wanted the Offending party to understand the loudness of the noises that came through the walls, and how it travelled up to her child's bedroom. The offending party explained how they had moved their children's bedrooms around and disconnected their surround sound to ease any noise that Victim may be hearing. From the direct meeting, both parties were able to communicate their concerns and focused on the future. They both agreed to follow the outcome agreement made and try to rebuild that respect and bond with one another.

PRACTITIONER/S: Georgia Snelling



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**“I will never make anyone
feel like that again. Taking
part in this has changed
the way I think”**

Adrian

OFFICE: Greater Manchester

As it's been my last month with Remedi, I have been in the process of closing my cases and handing them over to my colleagues. Throughout my time within the Greater Manchester RJ service I have managed lots of offence types from shoplifting to murder.

I have learnt a lot of new skills and approaches whilst at Remedi that I will take into my next role within probation. I have learnt the importance of preparation in a restorative process and the benefits of sharing best practice with my close-knit team.

I have grown so much since starting my role within Remedi. One of the key learning points for me is regarding the value of cases. Initially when I started, I was more interested in supporting service users in higher tariff cases, but I have realised that the value of a case depends upon the work and passion put into it and not the tariff of the offence.

I think my proudest moment at Remedi was managing to complete a case with three indirect letters between three victims and one offender, all of whom had learning difficulties ranging from medium to high. I remember doubting myself and thinking I wouldn't be able to manage the case, but we were able to achieve a positive outcome for all involved.

My time at Remedi is something I will hold onto throughout my professional career and value the time I was part of such an amazing service. Every staff member is celebrated and supported, something sadly not a lot of people can say about their employers.

PRACTIONER/S: Megan Gough

OFFICE: Greater Manchester

This offence was an armed bank robbery which involved the use of a knife. The referral came from the offender's probation officer in the community. There were three victims involved who were bank staff. I contacted all three victims to offer them RJ – two wished to engage in the process.

Both victims wanted a direct meeting with the offender. Their motivations for engaging were for the offender's benefit – the offence was 5 years ago and both felt they were doing well in their recovery. I worked closely with the offender and her keyworker to prepare her for the meetings.

I have completed one of the two direct meetings between the offender and the victims. I facilitated this via a phone call. The offender began the call by thanking the victim for taking the time to engage in the RJ process and hear what she had to say. She apologised for what she did and the impact she understood it had on her. She asked the victim to extend this apology to her family and friends – she acknowledged that the offence would have had a ripple effect on them too.

The offender also gave some context to what her life was like at the time: she had drug addictions and was struggling financially. Despite this, the offender made it clear that she did not see these factors as being excuses for her actions. She talked about the courses she had done in prison and described how much she had learned from the offence and the mistakes she made.

The victim accepted the offender's apology and forgave her. She said her family, friends and colleagues at work would do the same. The victim asked the offender to forgive herself.

This was a really powerful and restorative conversation for both parties.

PRACTITIONER/S: Sophie Nelson

OFFICE: Greater Manchester

This was a public order offence in which the offender's dog jumped over a fence and attempted to attack a neighbour's dog. During the attack, the victim received significant injuries to her arm as she attempted to protect her dog.

Both the victim and offender originally wanted to do a face-to-face meeting. However, despite advice from the police and dog warden, the offender continued to walk her dogs together. The victim felt that the offender was not taking this advice seriously and therefore no longer wished to do direct RJ.

Both parties exchanged shuttle messages remotely and found the process to be beneficial. They both felt that they would recommend the process to others. In addition to facilitating indirect RJ, I was able to signpost both parties to additional support services. This was particularly helpful for the offender who was experiencing anxiety as a result of the offence and did not have the support network that she needed in place.

PRACTITIONER/S: Gabrielle Mathews

OFFICE: Greater Manchester

This was a criminal damage offence involving two 13-year-old male offenders, forming part of our Youth RJ pilot in Bury. The offenders broke into a tyre yard, set fire to overalls and a poster in the office. They also caused damages within the office by smearing faeces on the walls.

We have completed all initial assessments, both with the offenders and also with their parents. The case is progressing towards a direct intervention and as part of this preparation, we have held multiagency meetings to discuss the factors involved.

The point of interest with this case is the multiagency approach. There are various services involved with one of the offenders, including adoption services, social care, support workers, school behaviour officers, police and RJ. I am liaising with these services regularly and have held a multiagency meeting. This has expanded my knowledge of the services provided by other agencies and I am learning the benefits of a multiagency approach. I am also learning new communication styles as I am not only working with young offenders, but also those with complex needs.

PRACTIONER/S: Laurel Halliwell

OFFICE: West Midlands

Offences originating from noise complaints.

Extensive preparation work undertaken with both parties. This has been via what's app video, face to face and telephone conversations. The direct was conducted in person with one neighbour and the other party was online.

Both parties in this case outlined the various issues they were facing and were willing from the start to try to come to a resolution with their neighbour. Neither party wanted the situation to escalate, and it was hoped that by explaining their position they could come to a mutual understanding. One party informed us of difficulties he had with accessing technology and the other party wanted the meeting to be online. Therefore, we were able to compromise and sit with one person and call the neighbour together from there. During the meeting both parties were able to describe calmly how the issues had impacted upon them and make suggestions for moving forward. We were able to draw up an outcome agreement so that the neighbours had a plan for what action they can take in the future if there are problems again, rather than confronting each other. Feedback included 'I'm happy with the approach, you were tactful and I think RJ has allowed for reconciliation between us rather than bitterness. The process is positive in breaking down barriers and good at building relationships.'

PRACTIONER/S: Kim Charles and Alexis Savage

OFFICE: Sheffield Youth Justice

Burglary dwelling and theft - no violence. One young person and two victims involved. The young person has burgled the victim's home when they had gone to the local shop.

Direct meeting in person.

Preparation with the young person including co working with the reparation supervisor as a met with the young person whilst on reparation.

Preparation done with the victims, this was done over the phone.

The main issues that I had to work with on this piece of work was the communication difficulties the young person has. The young person ethnic origin is Roma Slovakian and has been assessed by youth justice Speech and language therapist as there understanding of English is limited. Prior to the direct conference the speech and language specialist met with the young person to give him prompt cards to support his understanding in the meeting. Also, suggested they could use pens/paper if they were struggling to explain/get his message across during the direct meeting.

In the direct meeting the young person was supported with their communication needs by the speech and language specialist. Because of their support the young person was able to have his thoughts put across to the victims, so their opinion was understood clearly by those present in the conference.

I am particularly happy with this piece of work as it shows how joint working with specialist workers in the youth justice can have positive outcome for the young people and victims we work with.

The victim explained he wasn't happy with the young persons explanation, however as the young person did give several apologies and had chosen to take part in a direct process, he accepted the young person's sincerity and said that he didn't want any more charges brought against the young person as he was happy that he has had a chance to meet with him and now knows what happened, this the victim explained has enabled him to move forward with his life.

The victim said to the young person at the end of the meeting that he wanted to help him and if he needed help or support, he could knock on his door anytime. As the victim and young person live in the same community the victim wanted for the young person to acknowledge him by a wave or to come and say hello. The meeting ended with each party shaking hands with each other and an agreement of how they would move forward.

PRACTIONER/S: Martyn Ellis.

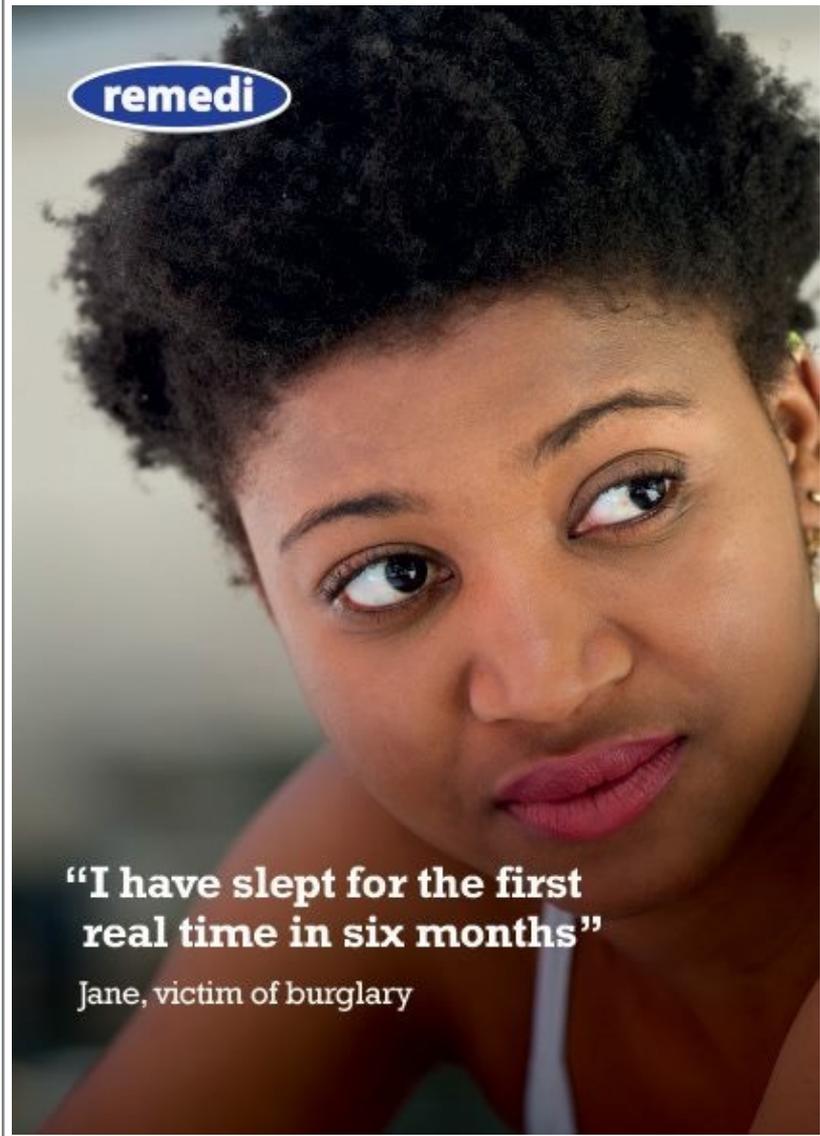
OFFICE: Salford Youth Justice

Assault by beating & criminal damage - young person has received 4 sessions of reparation, and has completed 4 sessions. This young person has spent their reparation sessions helping to create a video to raise awareness about the effects of hate crime, they have also baked cupcakes for the panel volunteers.

At the beginning of their order, this young person refused to work with me and was very vocal about how she didn't want to do her reparation sessions. As time went on and the more I introduced myself to her, she agreed to come and do a session with me. We began our hate crime project by colouring in some posters about hate crime and she came up with some ideas for the video we were making. After asking about what hobbies she enjoys, she told me that she liked baking. So in the next session, we baked some vanilla and chocolate cupcakes which were given to the volunteers that attended panel that evening.

By the end of the 4 reparation sessions with this young person, she told me that she has enjoyed it and feels positive about the work she undertook. Her confidence had grown a lot in just the 4 weeks that I worked with her and she seemed a lot more positive about working with other youth justice staff. When our last session had finished, she told me it was lovely to meet me and she had fun working with me.

PRACTIONER: Billie Carter



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**“I have slept for the first
real time in six months”**

Jane, victim of burglary

OFFICE: Manchester Youth Justice

This YP came through to Remedi due to his involvement with a group of youth who caused criminal damage to a block of residential flats.

We did a lot of work around reflection, victims and anger/stress/anxiety management.

This young person worked really hard and responded well to reflection and victim work. He was able to see how others might feel and the consequences of his actions. He developed empathy and recognised how not only were the residents in the flats effected by his actions but also those closest to him, such as his mum, sister and grandparents. He understood the risks of losing the house, his family being vulnerable and was able to move himself away from that group of friends quite quickly. His ability to openly discuss his feelings became greater over the weeks and he started making positive changes in his life for example, staying in to spend time with his family and starting the gym with his dad.

PRACTIONER/S: Charlie Davison

OFFICE: Manchester Youth Justice

S20 assault in school where the young person broke the victims Jaw. Victim was hospitalised and needed surgery and subsequently was put on virtual learning for the rest of the school year and the young person was removed from main school and put into the pathways provision

Victim awareness sessions, young person completed the Summer arts college, a direct meeting between victim and young person and I supported both families with the reintegration to school after both parents had felt unsupported by the school.

The victims parents were not happy at the start that the young person was not charged for this offence considering the gravity of the injuries, however I was able to explain the OOC process and get them to see the potential of what they could gain from engaging with us. I have supported the victim and the parents and managed to get him back into school full time. He agreed to do a face to face meeting with the young person to 'set things straight'. The direct went really well and the victim was able to share the extent of his injuries and also tell the young person how long these effects would last which shocked them. The young person was given the opportunity to apologise for what he had done and explain that the victim had nothing to worry about as this would never happen again. The victim went on to explain that he felt that the young person had been punished enough and didn't believe he should still be in pathways and agreed he was happy for him to return to main school. They shook hands at the end and agreed that this was an end to it all and a new start.

I feel this work should be celebrated as it shows that even higher gravity offences can massively benefit from the OOC process and that building a relationship with service users and explaining the potential of how this process can help is significant in success and engagement rates.

PRACTIONER/S: Katie Osbaldiston

OFFICE: Nottinghamshire Youth Justice

YP has committed fraud against the victim via an online selling site, resulting in the victim losing £130

I spoke with the victim and she asked if there was a chance I could speak with the YP and discuss whether he would be willing to repay her. The YP agreed and wanted me to pass on the message that he was sorry.

When I spoke with the YP he had explained that he has turned his life around and was in a bad place in the year he committed the offence. He is now working and has saved up the money to repay back the victim. He was happy for me to facilitate this and wanted me to pass on his apologies to her.

I updated the victim on this, and she was really happy with the outcome. Although she did not want to speak with the YP directly, she asked me to pass on her sincere thanks to him as she was grateful he had agreed to repay her

PRACTIONER/S: Ellie Crutchley-Macleay

OFFICE:**Nottinghamshire Youth Justice**

Family breakdown following the tragic death of a mother/ daughter. Homicide Case

Remedi were asked to begin rebuilding relationships between children and maternal Grandmother. This involved a lot of indirect work, questions being answered, items being returned and rebuilding trust. A number of restorative approaches were used, including the compass of shame. We used restorative language to broach difficult subjects and facilitate indirect communication between the children and the grandmother independently.

This was a long and intricate piece of work, which involved a lot of difficult and emotional conversations with all parties. After months of indirect communication one of the children agreed to meet her Grandmother at a Christmas party, this was the catalyst for further meetings between the family members and the rebuilding of those relationships. Both children and their families were supported to move forward independently.

PRACTIONER/S: Fran Dent/Cherry Triston/ Ellie C Macleay

OFFICE: South Yorkshire

Referral Source – Police, in the district of Rotherham. Public Order Offence/Fear or provocation of violence in September 2021. Two people involved both male. Sentence – Community Resolution.

CJU10 form completed and signed with conditions to apologise to victim and to not enter store intoxicated.

Made initial contact over the telephone with both service users and completed assessments. Both engaged in the Restorative Justice process. Preparation work completed with both service users and indirect shuttle message delivered. Feedback given from both and evaluations completed. All work carried out remotely over the telephone.

Male enters store then goes to the counter to purchase spirits and lager. When asked for ID the male said he was 22 years old then kicked off threatening to beat the victim up and stamp on his head. The male appeared to be under the influence of alcohol or drugs as he was slurring his words. This is on cctv and there is also a voice recording.

After speaking with both service users, the initial feedback received was ‘I felt scared and worried for myself and other members of staff, we were in fear of violence, I am relieved that you have called me as I have been really worried.’ And from the other service user – ‘It was my fault, I am fully to blame, I would like to apologise for my behaviour and to say sorry for what I did’.

After completing the indirect shuttle intervention service user stated ‘Thank you so much for contacting me, it has been good to speak with you and to talk things through. The Restorative Justice Process has been helpful and reassuring. Receiving an explanation and apology from the person responsible has helped alleviate the worry that myself and colleagues were feeling.

PRACTIONER/S: Salli Anne Goddard

OFFICE: Sheffield Youth Justice

GBH - 3 young people

Views represented at OOC panel, victim awareness completed, LOE and indirect verbal

I spoke with the mum of the victim and the victim; they gave me a victim impact statement. I represented the victim's views at the OOC panel and then I liaised with school regarding the young person and victim as I had been aware that both young people had significant learning difficulties. The school was a great help in understanding both young people and supporting my work with them.

I met with the young person at school, we completed a generic victim awareness session around the ripple effect. I then read out the victims' views and some of mums. He said he wanted to say sorry but not in person, so we decided on writing a letter. I feel he did well in writing this. He didn't want to give the letter to the victim but was happy for a teacher to do this and go through the letter with the victim.

After the session I updated the school on our session, they were pleased that the young person had engaged with me and said that they would support the victim with the letter.

I updated the victim's mum on my session with the young person and what had been written in the LOE and I did also speak with the victim.

I am pleased with this piece of work, given the young person's learning difficulties I felt the session could have been abandoned but instead I persevered, met with him and I believe we got a positive outcome.

PRACTITIONER/S: Sadie Hampstead

OFFICE: Stockport Youth Justice

The young person accessed the roof of a shopping centre and kicked the glass roof causing excess of £10,000 to repair. The damage was directly above Specsavers and there was concern the temporary film fitted would not hold and customers would be injured.

Spoke with the security of Merseyway who dealt with the incident, completed victim awareness with the young person. Arranged a date and time for a direct face to face, informed case manager and confirmed with young person, the victim and her manager as part of their protocol.

The young person wasn't sure about the direct when he arrived at the office as he felt like he had already made amends. After speaking with him he agreed to go with me to the shopping centre to meet with them. They highlighted to him the concern they had if he would've fallen through the glass whilst on the roof. He apologised to them and told them the course he is doing in college and about his part time job. In response to me asking how he felt afterwards, he said "It was good. I used to feel a bit nervous coming to town because I knew I'd done that and I would think they were watching me all the time on the cameras because of it but now I feel better. It's good to apologise. I realise I could've hurt someone." The victim had feedback: "Me and my manager had a word afterward and it was much appreciated. We know it (RJ) is optional so it shows a level of maturity and we know he's not going to do it again. You were brilliant. It's clearly made a change and has helped him change also. It was very good."

PRACTIONER/S: V.J.Mukembo



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**“Every victim of every
crime should get the
chance to choose if RJ is
something you want”**

Cathy, victim of arson

Thank you to all of our colleagues and service users

